Empty Collection Appointment

Web User Manual

Version 1.0

Important Notice

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Version 1.0

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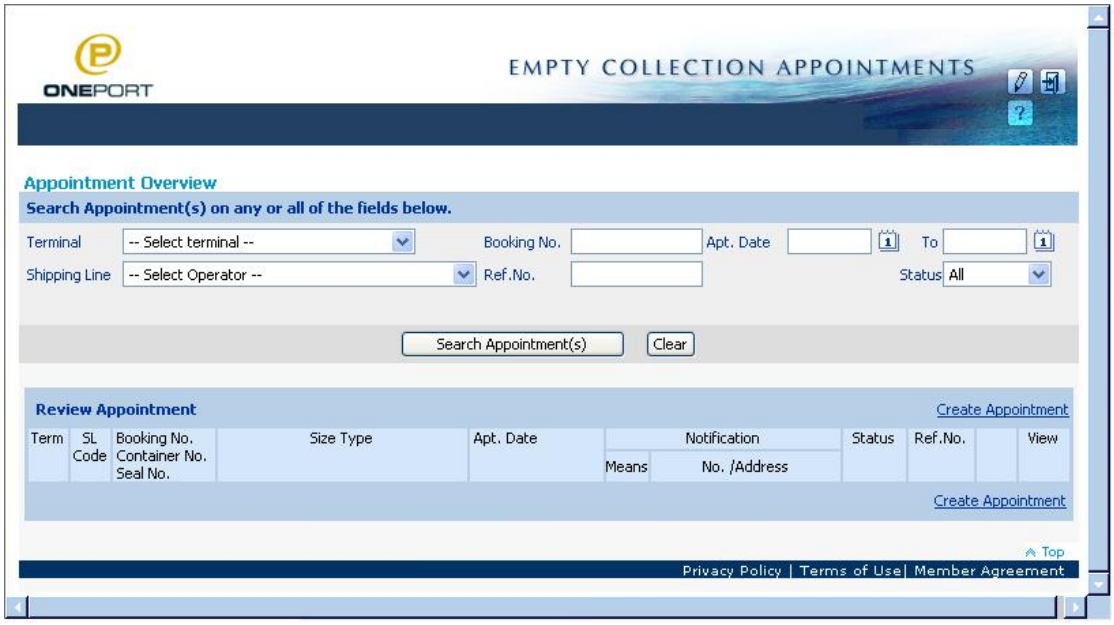
Request Overview

After successfully log into the Empty Collection Appointment service, users will see an overview page similar to the one below.



Search Appointment

The upper portion of the page facilitates the searching of pending requests and established appointments among all those that are made by the user's company.

One may specify none or a combination of the following searching criteria to search and shortlist these requests and appointments.

- Select the terminal within the dropdown list
- Select the shipping line within the dropdown list
- Enter an export booking number, numeric portion only
- Enter an appointment reference number
- Select the starting date from the popup for a range of appointment dates
- Select the ending date from the popup for a range of appointment dates

- Select the request status within the dropdown list

Trigger a search

Upon completed specifying the searching criteria, the user may click the search button Search Appointment(s) to trigger the search, with the criteria specified.

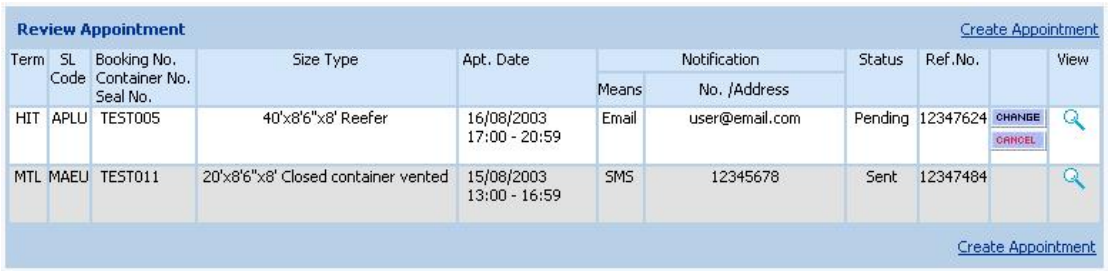
Reset the criteria

On the other hand, the user may choose to click the clear button Clear to set all the searching criteria to back their original nil value.

Nevertheless, the user still has to click the Search Appointment(s) button to refresh the list of requests and appointments.

List of Appointments

The lower portion of the page displays this company's pending requests and established appointments as per the searching criteria specified. As such, when no criterion is specified, the list shows all the pending requests and established appointments of this company.



Review Appointment Create Appointment

Term	SL Code	Booking No. Container No. Seal No.	Size Type	Apt. Date	Notification		Status	Ref.No.		View
					Means	No. /Address				
HIT	APLU	TEST005	40'x8'6"x8' Reefer	16/08/2003 17:00 - 20:59	Email	user@email.com	Pending	12347624	CHANGE CANCEL	
MTL	MAEU	TEST011	20'x8'6"x8' Closed container vented	15/08/2003 13:00 - 16:59	SMS	12345678	Sent	12347484		

Create Appointment

For each request or appointment, the system displays the following information:

- Terminal, and pick-up location (if already confirmed)
- Shipping line and export booking number
- Container number of the reserved container (if already confirmed)
- Seal number of the reserved seal (if already confirmed)
- Description of the requested container size and type
- Requested appointment date and time range, or confirmed appointment date and time (whichever applicable)
- User contact and optional notify parties
- Current status of the appointment

- Appointment reference number assigned by OnePort

There are several buttons associated with each request or appointment being displayed. With which, the user may trigger other functionalities against it.

- Change button CHANGE for changing the appointment (when applicable)
- Cancel button CANCEL for canceling the appointment (when applicable)
- View button for viewing details and revision history of the appointment

Date Picker Popup

When the page shows a calendar button next to a field, the user may pick a calendar date simply by navigating through this popup; then point and click on the desired date.

Add New Appointment

One may create a brand new appointment by clicking the link Create Appointment to add a new request for empty collection. The system will return with a page for the user to specify the export booking with which the appointment is associated. Upon specifying a valid export booking, the user has to provide additional details of the appointment.

All the requests for an appointment that are received before 11:00 will be responded on or before 15:00 of the same day. If the request for an appointment has been accepted, the customer will receive the pre-allocated container number and seal number. On the other hand, all the requests for an appointment that are received after 11:00 and before 19:00 will be responded on or before 09:00 of the next day.

Specify Export Booking

Before creating a request for a brand new appointment, the user must specify the exporting booking with which this appointment is associated.

The required information to locate the export booking includes the follows:

- Select the terminal within the dropdown list
- Select the shipping line within the dropdown list
- Enter the numeric portion of an export booking number

Verify export booking

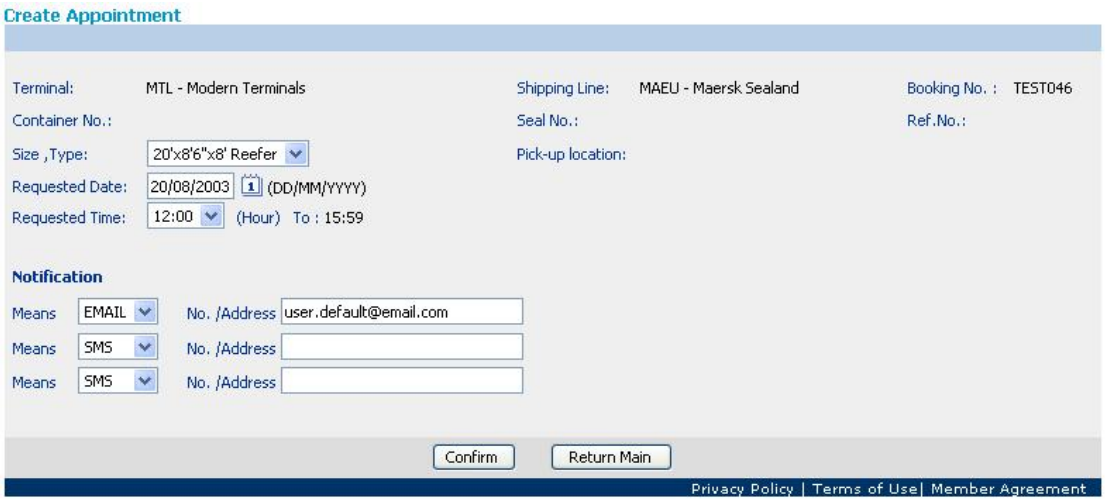
The user may click the verify button Verify booking no. to trigger the verification of the quoted export booking.

Abort and return to main

On the other hand, the user may click the return button Return Main to abort and return to the overview page.

Specify Appointment Details

Upon identifying a valid export booking, the system will then return with a detail input page. Through which the user can provide some required details of the appointment being requested.



Details that the user has to specify include the follows:

- Select the container size and type from the dropdown list, which is limited to those specified in the export booking
- Specify the requested appointment date, either directly enter or using the date picker popup
- Select the requested appointment time range from the dropdown list
- Specify at least one user contact, which should have been provided during the Service Registration
- Optionally specify up to two additional notify parties, for each selects the media from the dropdown list, and specifies the contact phone number or email address

Customers can specify the date and time to collect the empty container, which must be within three days after making the request, inclusive of the day when the request is being confirmed. Nevertheless, it is subjected to our company's confirmation. Whereas the container size type and the export booking number cannot be changed. If there is a need to change, customers must first cancel the original appointment, then make a new one.

Notice that on the detail input page, inputs to specify the export booking have been retained as read-only. However, the associated export booking number is now not just the numeric portion, but the complete identifier of a specific booking.

Confirm inputs

The user may click the confirm button [Confirm] to confirm the submission of this new appointment request.

Abort and return to main

On the other hand, the user may click the return button [Return Main] to abort and return to the overview page.

Acknowledge New Request

After the user confirming the submission of this new appointment request, the system will further verify the request against other background information that the system has captured. When completed this integrity check, the system will return with an acknowledgement page.

Besides retaining the user's inputs in making this request, the system also assigns a reference number which can uniquely identify this appointment in the future.

Add another, same export booking

The user may click the button [Continue for same booking no.] to add another new request for the same export booking. If so, the system will go directly into the detail input page without asking the user to specify the export booking.

Add another, different export booking

The user may choose to click the add-new button

to add another new request for a different export booking.

Finish and return to main

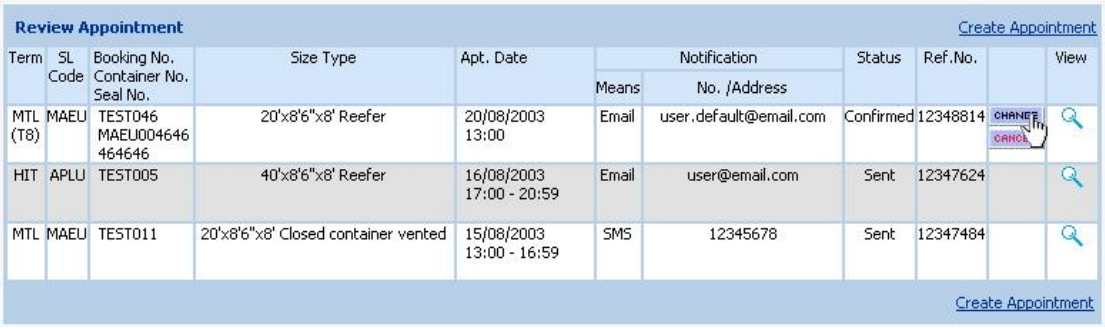
On the other hand, the user may click the return button

to return to the overview page when finished creating new appointments.

Change Appointment

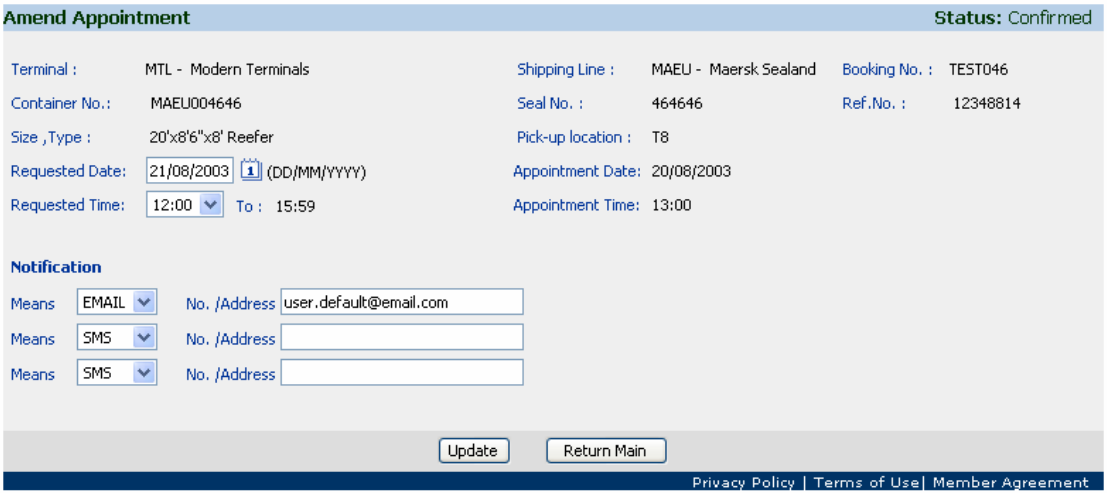
Through the overview page, by clicking the specific CHANGE button, one may change a pending request or create a request to change an already confirmed appointment.

When the request for an appointment has been sent to the terminal for processing, and before receiving a response from the terminal, that request cannot be changed by the customer.


Review Appointment
Create Appointment
Term
SL Code
Booking No. Container No. Seal No.
Size Type
Apt. Date
Notification
Means
No. /Address
Status
Ref.No.
View
MTL (T8) MAEU TEST046 MAEU004646 464646 20'x8'6"x8' Reefer 20/08/2003 13:00 Email user.default@email.com Confirmed 12348814 CHANGE CANCEL
HIT APLU TEST005 40'x8'6"x8' Reefer 16/08/2003 17:00 - 20:59 Email user@email.com Sent 12347624
MTL MAEU TEST011 20'x8'6"x8' Closed container vented 15/08/2003 13:00 - 16:59 SMS 12345678 Sent 12347484
Create Appointment

Specify Appointment Changes

When the user clicks the CHANGE button, the system will return with a detail input page very similar to the one for specifying appointment details. Through which the user can specify the needed changes against that specific request or appointment.



The changeable information includes the follows:

- Request another appointment date, either directly enter or using the date picker popup
- Request another appointment time range from the dropdown list

- Change the user contact
- Optionally add, change or remove notify parties

Customers may change the appointment date and time, but the new appointment is nevertheless within the three-day limit when the appointment was first confirmed. Whereas the container size type and the export booking number cannot be changed. If there is a need to change, customers must first cancel the original appointment, then make a new one.

Notice that other details of the request or appointment are shown as read-only, which include:

- Terminal
- Shipping line and export booking number
- Unique reference number of this appointment
- Container number of the reserved container (if already confirmed)
- Seal number of the reserved seal (if already confirmed)
- Description of the requested container size and type
- Assigned pick-up location (if already confirmed)
- Confirmed appointment date and time (if already confirmed)

Keep original appointment

In additional, when changing a confirmed appointment, there is an extra checkbox at the bottom of the page asking the user to indicate whether the originally confirmed appointment should be kept or not in case the request to change is being rejected.

Confirm update

The user may click the update button Update to confirm the submission of this change request.

Abort and return to main

On the other hand, the user may click the return button Return Main to abort and return to the overview page.

Acknowledge Change Request

After the user confirming the submission of this change request, the system will further verify the request against other background information that the system has captured. When completed this integrity check, the system will return with an acknowledgement page.

Acknowledge amend appointment.
Status: Confirmed
Terminal: MTL , Modern Terminals
Shipping Line: MAEU , Maersk Sealand
Booking No.: TEST046
Container No.: MAEU004646
Seal No.: 464646
Ref.No.: 12348814
Size ,Type: 20'x8'6"x8' Reefer
Pick-up location: T8
Requested Date: 21/08/2003 (DD/MM/YYYY)
Appointment Date: 20/08/2003 (DD/MM/YYYY)
Requested Time : 12:00 To : 15:59
Appointment Time: 13:00
Notification
Means : EMAIL No. /Address: user.default@email.com
Means : SMS No. /Address:
Means : SMS No. /Address:
Return Main
Privacy Policy | Terms of Use| Member Agreement

Return to main

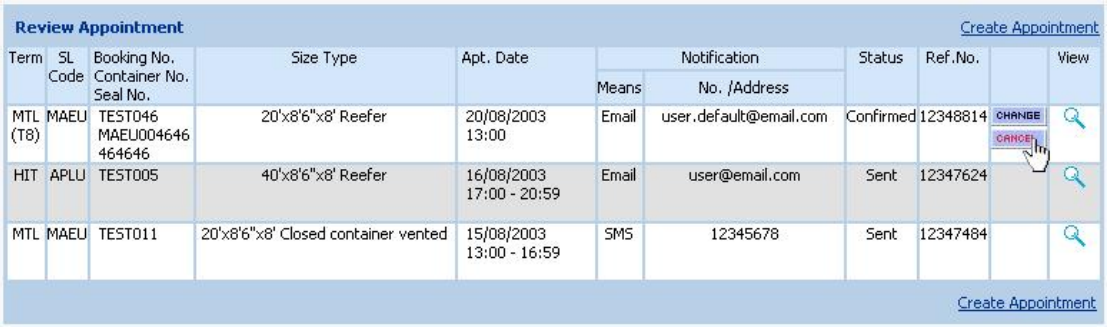
The user may click the return button

to return to the overview page after viewing the acknowledgement.

Cancel Appointment

Through the overview page, by clicking the specific CANCEL button, one may cancel a pending request or create a request to cancel an already confirmed appointment.

An appointment may be cancelled at any time, except when the request for an appointment has been sent to the terminal for processing, and before receiving a response from the terminal.



Confirm Cancellation

When the user clicks the CANCEL button, the system will return with a page showing the details of that request or appointment, and gives the user a chance to reconfirm the cancellation.

Details of the request or appointment are shown as read-only, which include:

- Terminal
- Shipping line and export booking number
- Unique reference number of this appointment
- Container number of the reserved container (if already confirmed)

- Seal number of the reserved seal (if already confirmed)
- Description of the requested container size and type
- Assigned pick-up location (if already confirmed)
- Requested appointment date and time range
- Confirmed appointment date and time (if already confirmed)

Confirm cancel

The user may click the confirm-cancel button [Submit to cancel] to confirm the submission of this cancel request.

Abort and return to main

On the other hand, the user may click the return button [Return Main] to abort and return to the overview page.

Acknowledge Cancel Request

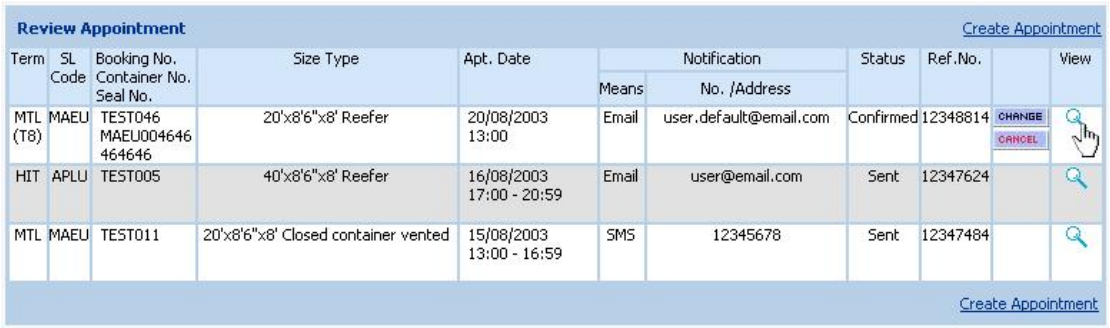
After the user confirming the submission of this cancel request, the system will further verify the request against other background information that the system has captured. When completed this integrity check, the system will return with an acknowledgement page.

Return to main

The user may click the return button [Return Main] to return to the overview page after viewing the acknowledgement.

View Appointment Details

Through the overview page, by clicking the specific button, one may view the details of a request or appointment.



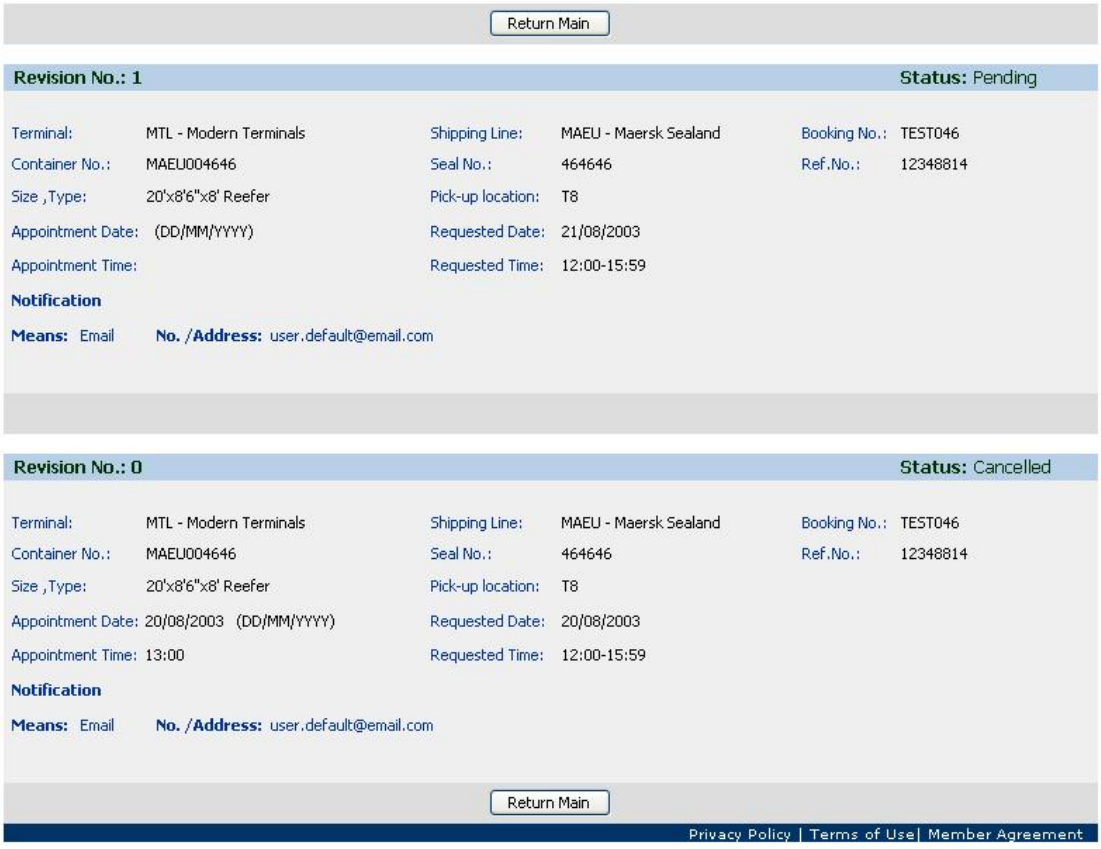
Review Appointment Create Appointment

Term	SL Code	Booking No. Container No. Seal No.	Size Type	Apt. Date	Notification		Status	Ref.No.		View
					Means	No. /Address				
MTL (T8)	MAEU	TEST046 MAEU004646 464646	20'x8'6"x8' Reefer	20/08/2003 13:00	Email	user.default@email.com	Confirmed	12348814	CHANGE CANCEL	
HIT	APLU	TEST005	40'x8'6"x8' Reefer	16/08/2003 17:00 - 20:59	Email	user@email.com	Sent	12347624		
MTL	MAEU	TEST011	20'x8'6"x8' Closed container vented	15/08/2003 13:00 - 16:59	SMS	12345678	Sent	12347484		

Create Appointment

List of Revisions

When the user clicks the button, the system will return with a page showing every revision of that request or appointment.



Return Main

Revision No.: 1 **Status:** Pending

Terminal:	MTL - Modern Terminals	Shipping Line:	MAEU - Maersk Sealand	Booking No.:	TEST046
Container No.:	MAEU004646	Seal No.:	464646	Ref.No.:	12348814
Size ,Type:	20'x8'6"x8' Reefer	Pick-up location:	T8		
Appointment Date:	(DD/MM/YYYY)	Requested Date:	21/08/2003		
Appointment Time:		Requested Time:	12:00-15:59		

Notification

Means: Email **No. /Address:** user.default@email.com

Revision No.: 0 **Status:** Cancelled

Terminal:	MTL - Modern Terminals	Shipping Line:	MAEU - Maersk Sealand	Booking No.:	TEST046
Container No.:	MAEU004646	Seal No.:	464646	Ref.No.:	12348814
Size ,Type:	20'x8'6"x8' Reefer	Pick-up location:	T8		
Appointment Date:	20/08/2003 (DD/MM/YYYY)	Requested Date:	20/08/2003		
Appointment Time:	13:00	Requested Time:	12:00-15:59		

Notification

Means: Email **No. /Address:** user.default@email.com

Return Main

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For each revision, the details include the follows:

- Terminal

- Shipping line and export booking number
- Unique reference number of this appointment
- Container number of the reserved container (if already confirmed)
- Seal number of the reserved seal (if already confirmed)
- Description of the requested container size and type
- Assigned pick-up location (if already confirmed)
- Confirmed appointment date and time (if already confirmed)
- Requested appointment date and time range

Besides the information above, there is a revision number and a current status associated with each revision of the request or appointment.

Return to main

The user may click the return button

to return to the overview page after viewing the details.